

Lessons from Change Reflection Sheet

Every change initiative provides valuable lessons. Capturing these insights helps organisations avoid repeated mistakes, build on successes, and strengthen future change capability. This reflection sheet provides a structured way to record, analyse, and share what has been learned.

1. Purpose of This Tool

- ☐ Capture key lessons from change initiatives, both positive and negative.
- ☐ Identify what worked well and what could be improved.
- ☐ Support organisational learning and continuous improvement.
- ☐ Build a knowledge base for future transformation projects.
- ☐ Encourage honest reflection and open discussion within teams.

Tip: Reflection is most valuable when conducted soon after implementation, while memories are fresh.

2. Change Overview

Field	Details
Change Initiative	
Sponsor	
Change Manager	
Implementation Period	
Review Date	

- ☐ Record the key information before starting the reflection.

Tip: Include both leadership and team representatives in the review process.

3. What Worked Well

Area	Description	Why It Worked	How to Replicate
------	-------------	---------------	------------------

Leadership			
------------	--	--	--

Communication			
---------------	--	--	--

Training & Support			
--------------------	--	--	--

Employee Engagement			
---------------------	--	--	--

Delivery Process			
------------------	--	--	--

☐ List successful strategies, tools, or approaches.

Tip: Successes are learning opportunities too - replicate them widely.

4. What Did Not Work Well

Area	Description	Root Cause	Recommended Action
------	-------------	------------	--------------------

Planning			
----------	--	--	--

Communication			
---------------	--	--	--

Stakeholder Engagement			
------------------------	--	--	--

Resource Management			
---------------------	--	--	--

Technology / Process			
----------------------	--	--	--

☐ Identify areas where things did not go as planned.

Tip: Avoid blame - focus on systems, not individuals.

Notes

5. Key Insights from Stakeholders

Stakeholder Group	Feedback Summary	Sentiment (Positive / Neutral / Negative)	Follow-Up Required
-------------------	------------------	---	--------------------

Leaders

Managers

Employees

Customers

Partners

☐ Gather perspectives from multiple levels for a balanced view.

Tip: Honest input from all audiences provides the richest learning.

6. Change Readiness and Delivery Reflection

Dimension	Reflection Rating (1–5)
-----------	-------------------------

Leadership Alignment

Communication Effectiveness

Employee Engagement

Process Efficiency

Training Quality

Technology Adoption

☐ Rate and reflect on each dimension to identify improvement areas.

Tip: Use this section to guide post-change improvement priorities.

7. Resistance and Risk Management Review

Situation Response Taken Outcome Lesson Learned

☐ Review how resistance and risks were managed during the change.

Tip: Understanding how resistance was handled improves future readiness.

8. Impact and Benefit Realisation

Benefit Area	Planned Benefit	Actual Outcome	Gap / Difference	Next Steps
--------------	-----------------	----------------	------------------	------------

Productivity

Cost Reduction

Employee
Experience

Customer Impact

Process Efficiency

☐ Compare expected outcomes with actual results.

Tip: Not all benefits will be immediate - schedule follow-up reviews.

9. Improvement Opportunities

Category	Suggested Improvement	Owner	Implementation Date	Status
----------	-----------------------	-------	---------------------	--------

Communication

Leadership

Process

Technology

☐ Document actionable improvements to carry into future initiatives.

Tip: Assign ownership immediately to ensure accountability.

10. Top Five Lessons to Share

Lesson Description How It Will Be Applied in Future Projects

1

2

3

4

5

☐ Highlight the most important takeaways for wider organisational learning.

Tip: Sharing lessons openly fosters a culture of continuous improvement.

11. Reflection Questions for Teams

Question

Response

What surprised us most during this change?

What could we have done differently to achieve better results?

How did our leadership and communication style affect outcomes?

What new strengths or capabilities emerged from the process?

What advice would we give to another team starting a similar change?

☐ Use these questions in group debriefs or lessons-learned workshops.

Tip: Encourage reflection from all roles - the best insights often come from those closest to delivery.

12. Next Steps and Knowledge Sharing

Action	Responsible Person	Due Date	Completion Status
Document findings in central repository.			
Present lessons to leadership or PMO.			
Integrate improvements into future change plans.			
Share success stories with the wider organisation.			
☐ Ensure lessons are captured, shared, and acted upon.			

Tip: A lesson not applied is a lesson wasted.

How to Use This Sheet

Use this reflection sheet after each major milestone or at project closure. Review lessons with both leadership and delivery teams to embed learning into future initiatives. Combine it with the Transformation Dashboard and Change Champion Role Guide for a complete transformation learning framework.

Notes